

The Connecticut Department of Transportation (CTDOT), pursuant to Title VI of the Civil Rights Act of 1964, and related nondiscrimination authorities, is taking the necessary steps to ensure meaningful access to benefits, services and other important programs and activities for individuals who are Limited English Proficient (LEP).

We are asking for your assistance conducting this survey in order to determine how your clients obtain information about transportation services and activities.

What is LEP?

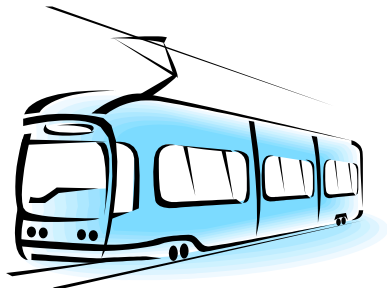
Limited English Proficient (LEP):

LEP persons refer to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

Please submit the completed surveys by **August 29, 2013** via mail to:

Connecticut Department of Transportation
Office of Contract Compliance
2800 Berlin Turnpike
Newington, CT 06111
Att: Ms. Connie Miano
Or by Fax at: 860-594-3016

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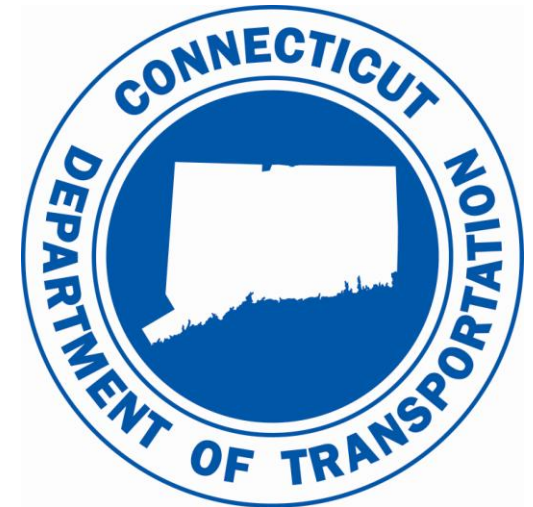


Connecticut Department of Transportation

LIMITED ENGLISH PROFICIENCY (LEP)

CUSTOMER CONTACT SURVEY

*(Disclosure of this information is strictly
voluntary and anonymous)*



Office of Contract Compliance

Phone: 860.594.2168

Please answer the following questions:

1. Please check your primary language spoken:

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> English | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> French Creole |
| <input type="checkbox"/> Portuguese | <input type="checkbox"/> Korean |
| <input type="checkbox"/> Polish | <input type="checkbox"/> German |
| <input type="checkbox"/> Italian | <input type="checkbox"/> Japanese |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Other: |
| <input type="checkbox"/> French | |
-

2. How well do you speak English?

- ☐ Very Well
☐ Well
☐ Not Very Well
☐ Not at All

3. Are there any members of your household that don't speak English?

- ☐ Yes
☐ No

If Yes, what is the primary language spoken by the individuals(s)?

Use of Bus and Rail Services

4. How often do you use Bus Transportation services?

- ☐ 5 or more times a week
☐ 2 to 4 times a week
☐ Once a week
☐ Less than once a week or never

5. How often do you use Rail Transportation services?

- ☐ 5 or more times a week
☐ 2 to 4 times a week
☐ Once a week
☐ Less than once a week or never

Fare Payments

6. What type of fare passes and/or tickets do you purchase for Bus Transportation services?

- ☐ Monthly Pass
☐ Weekly Pass
☐ All Day Pass
☐ Per Trip

7. What type of fare passes and/or tickets do you purchase for Rail Transportation services?

- ☐ Monthly Commutation
☐ Weekly Commutation
☐ 10 Trip
☐ One Way

Customer Service Interactions

8. Who do you contact for questions regarding Bus/Rail Transportation services?

- ☐ Transportation Agency
☐ Community Organization
☐ State/Local Government Agencies
☐ 211 Information Line
☐ Other:

9. When you have questions regarding Bus/Rail Transportation services, how do you contact the Transportation Agency?

- | | |
|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Website |
| <input type="checkbox"/> Email | <input type="checkbox"/> On-line Chat |
| <input type="checkbox"/> Regular Mail | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Fax | |
| <input type="checkbox"/> In person | |
-

10. What do you use public transportation services for? (Check all that apply)

- ☐ Work
☐ School
☐ Health/Medical/Appointments
☐ Shopping
☐ Other:

Participation in Public Meetings

11. How do you currently receive information about the Connecticut Department of Transportation's activities and services? (Check all that apply)

- ☐ Television
☐ Radio
☐ Newspaper
☐ Internet/Website
☐ Social Media (Facebook, Twitter...)
☐ Information sent to my home
☐ Friends/Family
☐ Community Based Organizations
☐ Other:
